



<http://www.tennessee.gov/tenncare>

STATE OF TENNESSEE

What is TennCare?

TennCare was created in 1994 to replace Tennessee's original Medicaid program.



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What is TennCare?

The “core” population consists of individuals eligible for Medicaid.



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What is TennCare?

TennCare has served another group of people who are not eligible for Medicaid:

- Uninsured
- Uninsurable (Medically eligible)



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TennCare Enrollment (June 2006)

1.2 million (appx.)

Coverage is pronounced among women of childbearing age and infants and children.

58% Female

42% Male

50% Under Age 21



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TennCare Budget

FY 04-05 \$8,569,292,100.00



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TennCare Budget (FY 04-05)

<u>Medical/MCO Admin</u>	\$2,919,752,600.00
<u>Pharmacy</u>	\$2,446,104,400.00
<u>Behavioral Health</u>	\$440,048,400.00
<u>Nursing Home</u>	\$993,828,500.00



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Middle Tennessee MCOs

On July 26, 2006, the TennCare Bureau awarded two new managed care organization (MCO) contracts in the Middle Tennessee region through a first-time competitive bid process.



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Middle Tennessee MCOs

The MCO bid winners have accepted full financial risk to participate in Tennessee's Medicaid program.

AmeriGroup Corporation (AmeriGroup) and UnitedHealthcare Plan of the River Valley, Inc. (AmeriChoice), won the competitive bid process.



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Middle Tennessee MCOs

Each plan will be paid set monthly rates, or capitated payments to manage and deliver care to TennCare enrollees.

Both plans are expected to accept 170,000 enrollees April 1, 2007.



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Pharmacy Updates

Soft Limits

PDL Expansion



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Health Options

Visit:

<http://www.tnhealthoptions.org/>

Or

call the Health Options toll-free hotline at:
1-888-486-9355.



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CoverTennessee

Common Sense Plan to Increase Access to Health Insurance
and Improve the Health Status of Tennesseans



Program Overview



Five Components

Three Insurance Plans

- [CoverKids](#) – comprehensive coverage
- [AccessTN](#) – comprehensive coverage
- [CoverTN](#) – basic coverage

Pharmacy Assistance for the Uninsured

- [CoverRx](#)

Prevention, Healthy Lifestyles, and Personal Responsibility

- [Project Diabetes](#) and [Coordinated School Health](#)



For More Information



All products will be up and running in early 2007.

Call or login to sign up for updates to receive more information as it becomes available.

1-866-COVERTN

or

www.Tennessee.gov



NPI

Visit:

<https://nppes.cms.hhs.gov>

Or

call

1-800-465-3203 .



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Eligibility

There are two (2) types of TennCare:

- TennCare Medicaid
- TennCare Standard



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Eligibility

TennCare Medicaid is for Tennesseans who are eligible for a Medicaid program, such as Families First (AFDC). For more information on TennCare Medicaid, visit <http://tennessee.gov/tenncare/members/medicaid1.htm>



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Eligibility

TennCare Standard is for children, under the age of 19, who have had TennCare Medicaid but their eligibility through Medicaid is ending. For more information on TennCare Standard, visit <http://tennessee.gov/tenncare/members/standard1.htm>



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Eligibility/Closed Enrollment

- On April 29, 2005 new enrollment was closed into the TennCare Standard program (the waiver/expansion population).
- Also on April 29, 2005, the non-pregnant adult Medically Needy (also called “Spend Down”) category was closed.



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Eligibility Verification

TennCare Provider Information Line

(800) 852-2683 (Toll Free)

(615) 741-6669 Nashville, TN (local)

TennCare Online Services

<https://www.tennesseeanytime.org/tcmis/tennessee>





Eligibility Verification

Provider Services Line
(800) 690-1606 (Toll Free)

www.uhcrivervalley.com

(formerly John Deere Health)



TENNCARE



Eligibility Verification

Provider Services Line
(800) 468-9736 (Toll Free)

www.bcbst.com (BlueAccess)



TENNCARE



Eligibility Verification

Provider Services Line

(800) 705-5248 (Toll Free)

(865) 470-8412 Knoxville, TN (local)

<https://www.cariten.com>



TENNCARE



Eligibility Verification

Provider Services Line

(615) 782-7878 Nashville, TN (local)

www.vhptn.com



TENNCARE

Eligibility Verification



Customer Service/Provider Services Line
(800) 473-6523 (Toll Free)

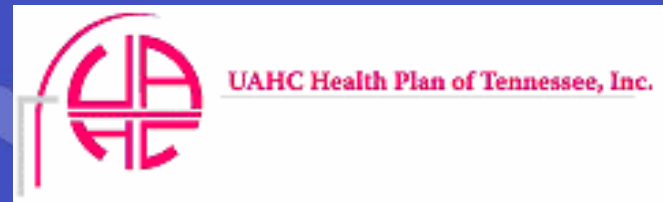
(Preferred)

www.mmcc-tlc.com

(log in to Provider Home Page)



TENNCARE



Eligibility Verification

Member Services Line
(800) 876-9758 (Toll Free)

www.uahctn.com



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Eligibility Verification

Provider Services Line
(800) 600-9007 (Toll Free)

www.unisonhealthplans.com



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TennCare Select

Eligibility Verification

Provider Services Line
(800) 276-1978 (Toll Free)

www.bcbst.com (BlueAccess)



TENNCARE

Premier Behavioral Systems of Tennessee



Eligibility Verification

Provider Services Line
(800) 325-7864 (Toll Free)

www.magellanprovider.com/provider/



TENNCARE



Eligibility Verification

Provider Services Line
(800) 447-7242 (Toll Free)

www.magellanprovider.com/provider/



TENNCARE

Provider Services



(888) 821-1108 (Toll Free)

www.amerigroupcorp.com

click "Providers" link



TENNCARE

Provider Services



(800) 473-6523



(800) 346-0034



(800) 600-9007



(888) 554-5542



(615) 782-7878

TennCare Select

(800) 276-1978



Premier

(800) 325-7864

TBH

(800) 447-7242



(888) 821-1108



(800) 690-1606



(800) 468-9736



(800) 705-5248



(800) 852-2683



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Claims

Medicare/Medicaid “Cross-Overs”

- How do physician providers enroll?
- Where do I submit claims?
- What are the most frequent denials?
- Who do I contact for help?



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Claims

Medicare/Medicaid “Cross-Overs”

- How do physician providers enroll?

First, enroll with Medicare.

After you receive your Medicare

Provider Number, visit:

<http://state.tn.us/tenncare/Providers/enroll.html>



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Claims

Medicare/Medicaid “Cross-Overs”

- Where do I submit claims?

Most claims will automatically “cross-over” from Cigna Medicare.

Submit paper claims to:

With EOMB

Tennessee Medicaid

P. O. Box 460

Nashville, TN 37202



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Claims

Medicare/Medicaid “Cross-Overs”

- Frequent denials?

0222 - Recipient Name Does Not
Match TennCare Number



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Claims

Medicare/Medicaid “Cross-Overs”

- Frequent “*SUSPENDS*”

Claims where MediCARE benefits are provided through a MediCARE HMO.



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Timely Filing Guidelines

Medicare Cross-Over Claims (Billed to Bureau of TennCare)

- One (1) year from date of service
or
- Six (6) months from Medicare's pay date



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Timely Filing Guidelines

TennCare/Medicaid Claims (Billed to MCO)

- One Hundred Twenty (120) calendar days from date of service



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Frequent Denials

- Referring Provider Missing/Invalid
- Timely Filing
- CCI Edits



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Frequent Denials

- Duplicate Claim
- Member Not Eligible on Date of Service
- Authorization/Notification not obtained



Frequent Denials

- Timely Filing
- Duplicate Claim
- No Authorization Obtained



Frequent Denials

- Duplicate Claim
- Authorization Required



Frequent Denials



- Duplicate Claim
- Not a Covered Service
- Timely Filing



TENNCARE

Frequent Denials

- Timely Filing
 - Duplicate Claim
 - Boxes 10a, 10b & 10c not completed
- Patient's Condition Related to:
- Employment, Auto Accident, Other Accident



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Frequent Denials

- Timely Filing
- Duplicate Claim
- No Referral or Authorization for Service



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Frequent Denials

- Missing CPT/HCPCS/Revenue Code
- Admitting/Attending Provider UPIN Missing or Invalid



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Frequent Denials

- Timely Filing
- Invalid Tooth ID



Balance Billing a Member

Providers may seek payment from a TennCare enrollee if the services are not covered by TennCare and the provider informed the enrollee prior to providing the service that the services were not covered.

- Additional information is available at:

<http://state.tn.us/tenncare/tsops/014.htm>

<http://state.tn.us/tenncare/tsops/014a.htm>



TENNCARE



TENNCARE



is a full program of check ups and health care services for babies, children, teens and young adults who have TennCare.



TENNCARE



TENNder CARE

Check In Check Up Check Back

TENNESSEE'S EPSDT PROGRAM



Check In!



Check Up!



Check Back!



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Check In Check Up Check Back

TENNESSEE'S EPSDT PROGRAM



Check In!

- Free check ups
 - Dental check up and services
 - Medical treatment
 - Behavioral health services



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Check In Check Up Check Back

TENNESSEE'S EPSDT PROGRAM



Check Up!

- Health History
- Complete Physical Exam
- Lab Tests*
- Immunizations
- Vision/Hearing Screening
- Developmental/Behavioral Screening*
- Advice on how to keep your child healthy

(*as appropriate)



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Check In Check Up Check Back

TENNESSEE'S EPSDT PROGRAM

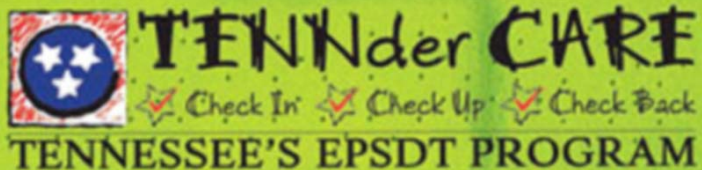


Check Back!

- A follow up appointment (if needed)
- Next Scheduled Visit
- Any new health problem that comes up



TENNCARE



Visit the TENNderCARE website at:
<http://www.tennessee.gov/tenncare/tendercare>

Here you can:

- Download Brochures, Appointment Cards
- Receive online training
- View Reports
- Download Well Child Forms
- And much more....



TENNCARE



TENNder CARE

Check In Check Up Check Back

TENNESSEE'S EPSDT PROGRAM

Jena Napier, Bureau of TennCare
TENNderCARE EPSDT Coordinator

310 Great Circle Road

Nashville, TN 37243

Office: (615) 507-6447

FAX: (615) 741-0882

jena.napier@state.tn.us



TENNCARE

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
OFFICE OF TENNCARE INSPECTOR GENERAL**

**TENNCARE
FRAUD & ABUSE HOT-LINE**

1-800-433-3982

615-687-7200 (Nashville)

FAX: 615-256-3852

<http://www.tncarefraud.tennessee.gov>

**If you suspect fraud and abuse in TennCare, please call the Office of Inspector General's
Toll-free number or the local Nashville number to report it.**

You do not have to give your name and can remain anonymous.

Remember, we all share in the responsibility for the success of TennCare.



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TennCare Provider E-mail Subscription

Stay up-to-date with the latest provider-related news and information from TennCare.

Sign up at:

<http://tennessee.gov/tenncare/Providers/provlistserv.html>



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Questions????????????